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Substitute for form 1449A/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Sheet

1 of 2

Complete If Known

Application Number	10/035,608
Filing Date	December 28, 2001
First Named Inventor	Adam Mermel et al.
Group Art Unit	2643
Examiner Name	Not yet assigned
Attorney Docket Number	112025-0472

U.S. PATENT DOCUMENTS

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FOREIGN PATENT DOCUMENTS

**Examiner
Signature**

Min. Jr

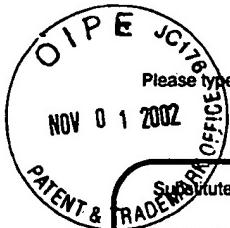
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¹ Unique citation designation number. ² See attached Kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 18 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

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TRADEMARK Substitute for form 1449A/PTO		Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Application Number	10/035,608
		Filing Date	December 28, 2001
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(use as many sheets as necessary)			
Sheet	2	of	2

OTHER PRIOR ART – NON PATENT LITERATURE DOCUMENTS

Examiner Initials *	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
<i>mj</i>	1	Intelligent CallRouter Managing the Interaction Between Customer and Answering Resources, GeoTel Communications Corporation, (c) 1997, pp. 1-12.	
<i>mj</i>	2	Enhanced Gatekeeper Solutions Using GKMP/API, Cisco Systems, Inc., (c) 2000, pp. 1-12.	

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